

DIMES – Accela Citizen Access (ACA)

Welcome to DIMES instructional guide. DIMES allows citizens access to records ranging from June 2017 to the present including planning, construction permits, code enforcement, licenses, transportation, engineering, and animal control. The following material outlines steps for navigating Mesa’s public records, how to initiate a permit request, and how to view attachments.

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Development Services

Font Size:    Share & Bookmark  Feedback  Print

The Development Services Department partners with our customers and citizens to promote and maintain quality development in the community.

Mesa Development Service website:
<http://www.mesaaz.gov/business/development-services>



Status of Permit or Code Case

- For status of permits, planning applications and code cases prior to June12
- Status of items submitted after June12

Fees & Charges Development Services



Fees & Charges Planning



Digital Innovation for Mesa’s Electronic Services
24/7 online application system for
planning, code enforcement, permits and license

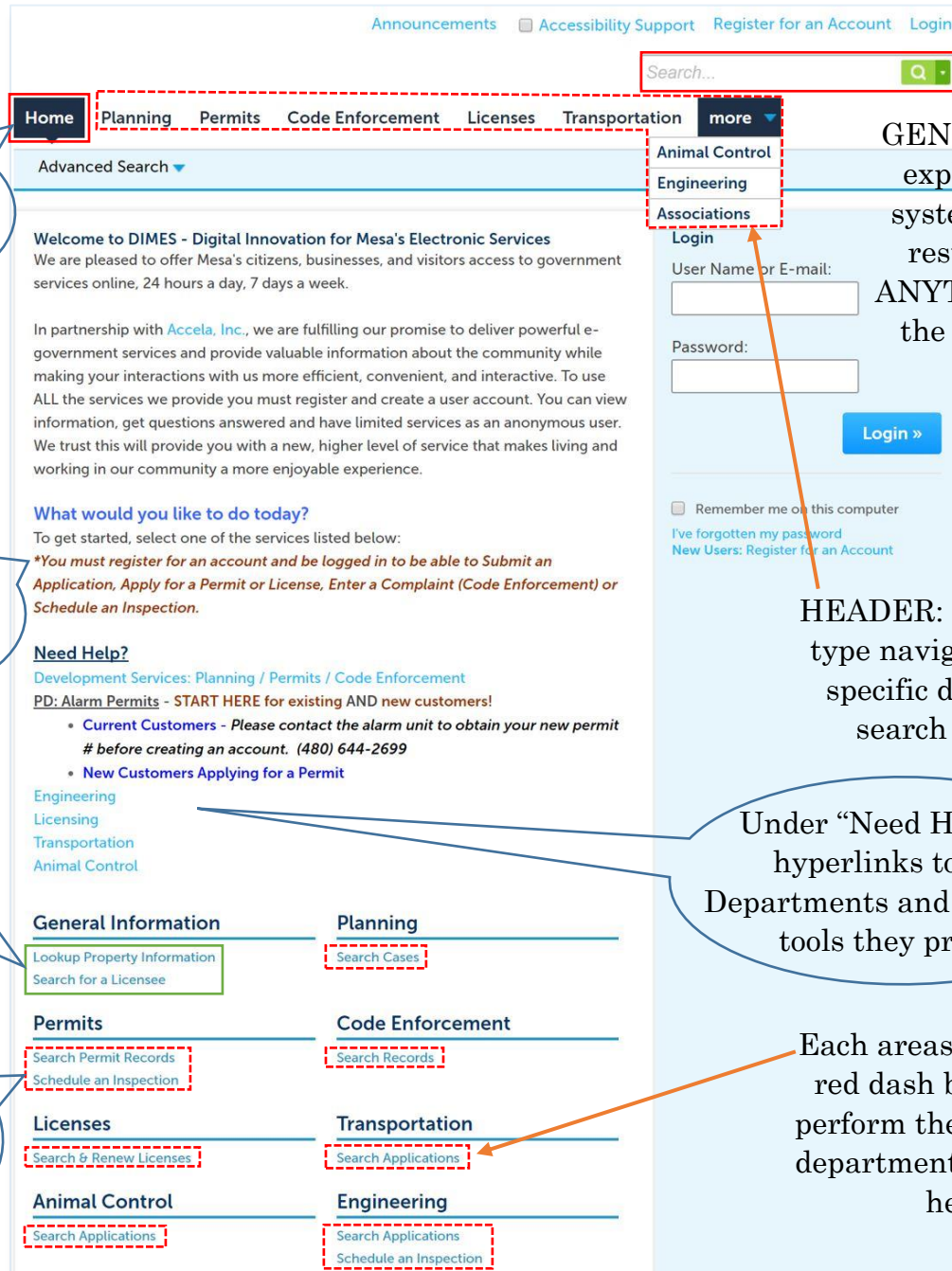
[Learn more about DIMES](#)

To get started, select ‘dimes’ or visit:

<https://aca.accela.com/mesa>

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HOME SCREEN: Proceed to <https://aca.accela.com/mesa>. From this home screen, several options are available. For example, records are researchable without logging in. The following notations outline the various search functions. NOTE: the header search bar performs the same search functions as the search options in the lower portion of this page.



Announcements Accessibility Support Register for an Account Login

Search...

Home Planning Permits Code Enforcement Licenses Transportation more

Advanced Search

Welcome to DIMES - Digital Innovation for Mesa's Electronic Services
We are pleased to offer Mesa's citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with Accela, Inc., we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

What would you like to do today?
To get started, select one of the services listed below:
**You must register for an account and be logged in to be able to Submit an Application, Apply for a Permit or License, Enter a Complaint (Code Enforcement) or Schedule an Inspection.*

Need Help?
Development Services: [Planning / Permits / Code Enforcement](#)
PD: Alarm Permits - **START HERE** for existing AND new customers!
• **Current Customers** - Please contact the alarm unit to obtain your new permit # before creating an account. (480) 644-2699
• **New Customers Applying for a Permit**

Engineering
Licensing
Transportation
Animal Control

General Information
Lookup Property Information
Search for a Licensee

Planning
Search Cases

Permits
Search Permit Records
Schedule an Inspection

Code Enforcement
Search Records

Licenses
Search & Renew Licenses

Transportation
Search Applications

Animal Control
Search Applications

Engineering
Search Applications
Schedule an Inspection

User Name or E-mail:
Password:
Login »

☐ Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

Selecting home always returns you to this page

Log into DIMES to initiate or edit files

Search for property or licensee information

Log-in to Scheduling Inspections

GENERAL SEARCH: explores the entire system and provides results relating to ANYTHING similar to the requested topic

HEADER: Each header type navigates to that specific department search function

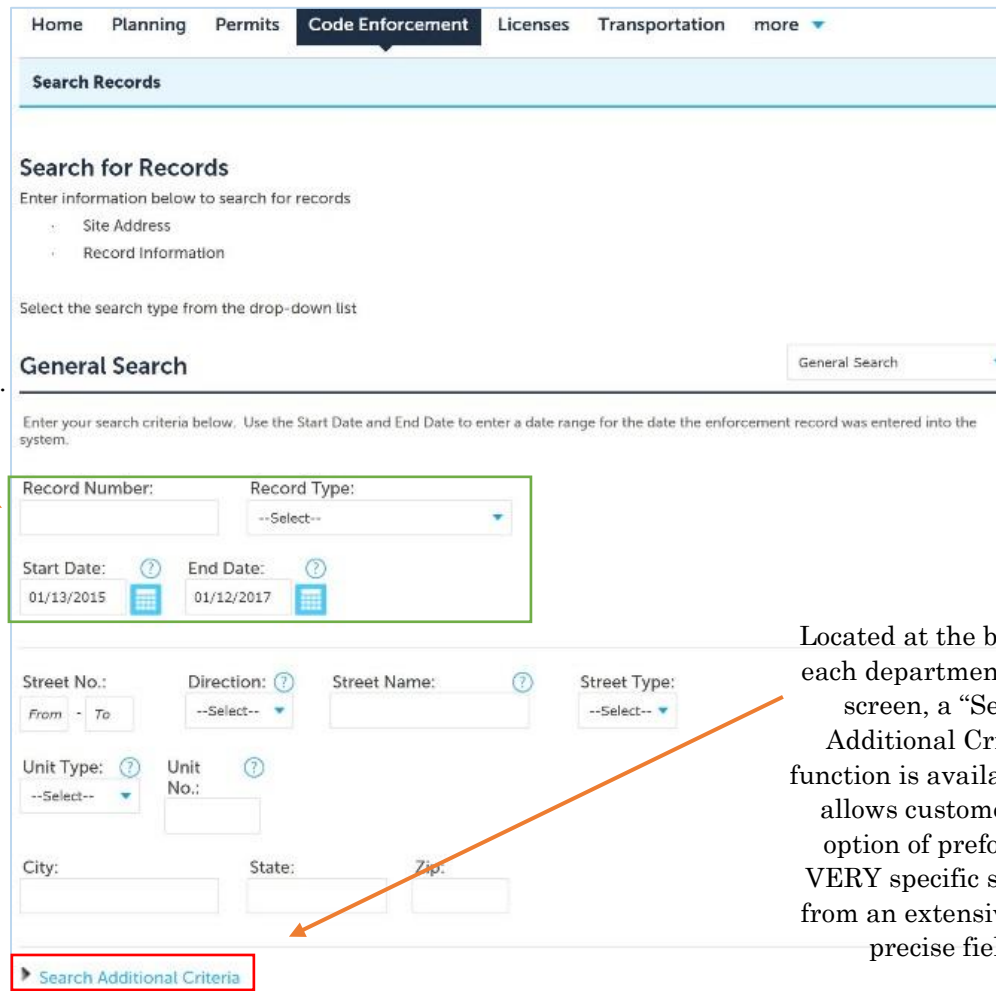
Under "Need Help?" are hyperlinks to Mesa Departments and the helpful tools they provide.

Each areas outlined with red dash boxes () perform the same specific department search as the header

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DEPARTMENT SEARCHES: While the search engine does not require a specific amount of information, the more data provided helps narrow search results, while transversely, providing minimal information will broaden the search parameters.

- **Helpful Tip:** Simply typing in the parcel number will sometimes not provide the desired result. To minimize issues, type in the physical address of the parcel and provide only minimal information. For instance, if the address is 55 N. Center St., only type '55' and 'Center' for the address. This will then provide a wide range of selectable options. This is particularly helpful when applying for a permit.

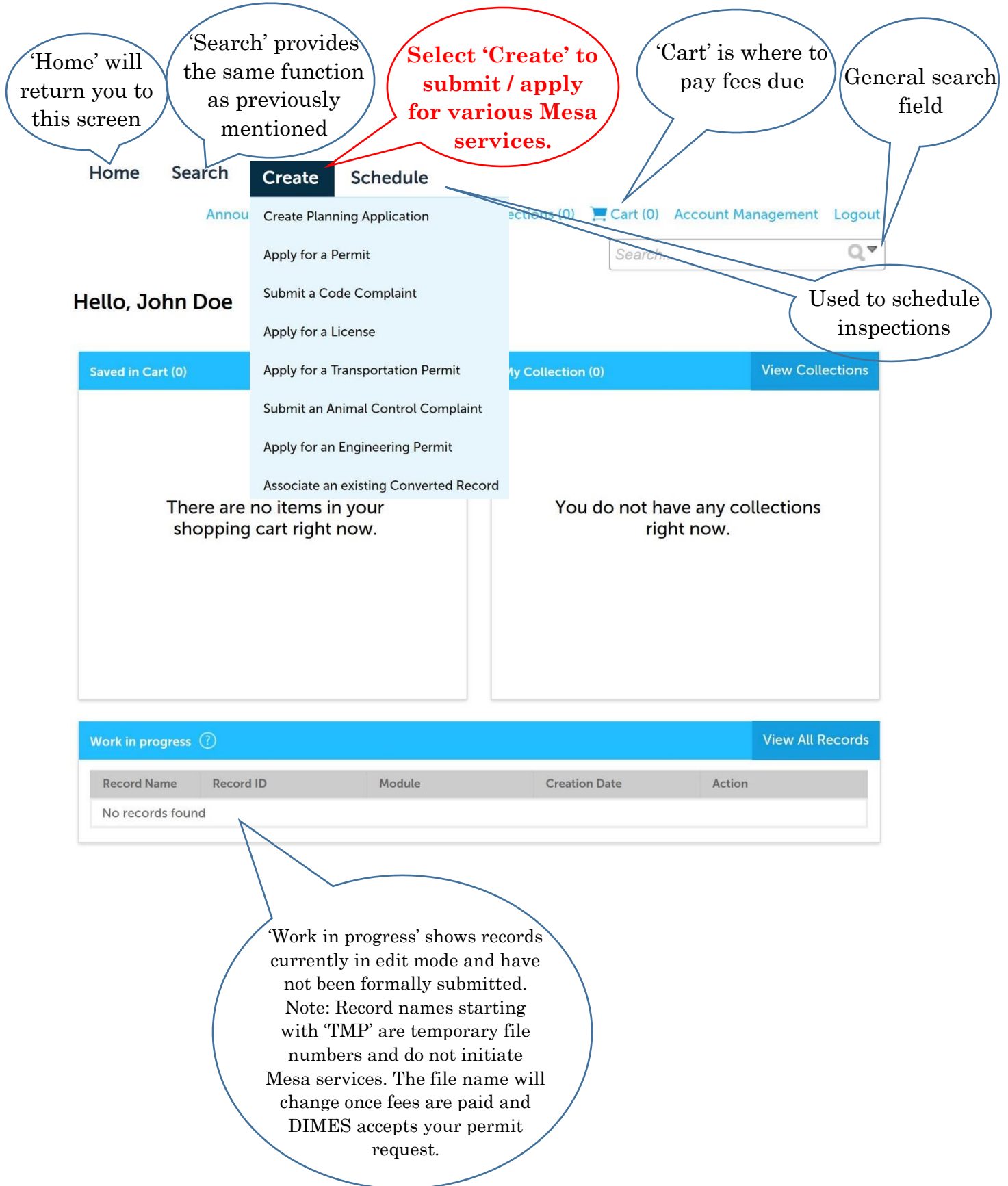


At the top of each department search field, specific search directions are provided. Again, records only go back to June 2017.

Located at the bottom of each department search screen, a “Search Additional Criteria” function is available. This allows customers the option of performing VERY specific searches from an extensive list of precise fields

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LOGGED-IN SCREEN: This logged-in home page provides a wide range of useful tools.



The screenshot shows the DIMES Accela Citizen Access (ACA) logged-in screen. The user is logged in as John Doe. The top navigation bar includes links for Home, Search, Create, and Schedule. The 'Create' menu is open, showing options like 'Create Planning Application', 'Apply for a Permit', 'Submit a Code Complaint', 'Apply for a License', 'Apply for a Transportation Permit', 'Submit an Animal Control Complaint', 'Apply for an Engineering Permit', and 'Associate an existing Converted Record'. The 'Cart' section shows 'Saved in Cart (0)' and 'You do not have any collections right now.' The 'Work in progress' section shows a table with columns for Record Name, Record ID, Module, Creation Date, and Action, and a message 'No records found'. Callouts explain the functions of these elements:

- 'Home' will return you to this screen
- 'Search' provides the same function as previously mentioned
- Select 'Create' to submit / apply for various Mesa services.
- 'Cart' is where to pay fees due
- General search field
- Used to schedule inspections
- 'Work in progress' shows records currently in edit mode and have not been formally submitted. Note: Record names starting with 'TMP' are temporary file numbers and do not initiate Mesa services. The file name will change once fees are paid and DIMES accepts your permit request.



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APPLYING FOR A PERMIT: After accepting Accela’s disclaimer, the follow screen will appear. Please carefully read this screen. It provides helpful tips for avoiding confusion, including, a helpline contact number (480-644-4273), information on addenda and deferred permits, flow test and hydrant meters, and permits not available through DIMES.

[Home](#) [Search](#) [Create](#) [Schedule](#)

[Announcements](#) Logged in as: [Collections \(0\)](#) [Cart \(0\)](#) [Account Management](#) [Logout](#)

Search... Q

Choose one of the following permit types available for online applications

If you need help selecting a permit type, please call 480-644-4273.

For Addenda / Deferred / Code Modification

- Addenda: Changes to a previously approved permit that is currently under construction.
- Deferred: A Fire Alarm or Fire Sprinkler submittal for a building currently under construction (with an existing permit number)

***Flow Tests and Hydrant Meters** must be applied for in person with Development Services at 55 N Center St (1st Floor).

Due to System Issues, the following Permit Types are not available for online permitting. We can assist with these permit types in our office.

- Residential Electric 200a or smaller
- Residential Electric Repair (Like for Like)
- Residential Gas Pressure
- Residential Gas Line Repair/Replace

For Assistance or to apply for a permit type not listed, please contact us at (480) 644-4273.

Search

▶ [Permits](#)

Select ‘Permits’ to view the following permit options:

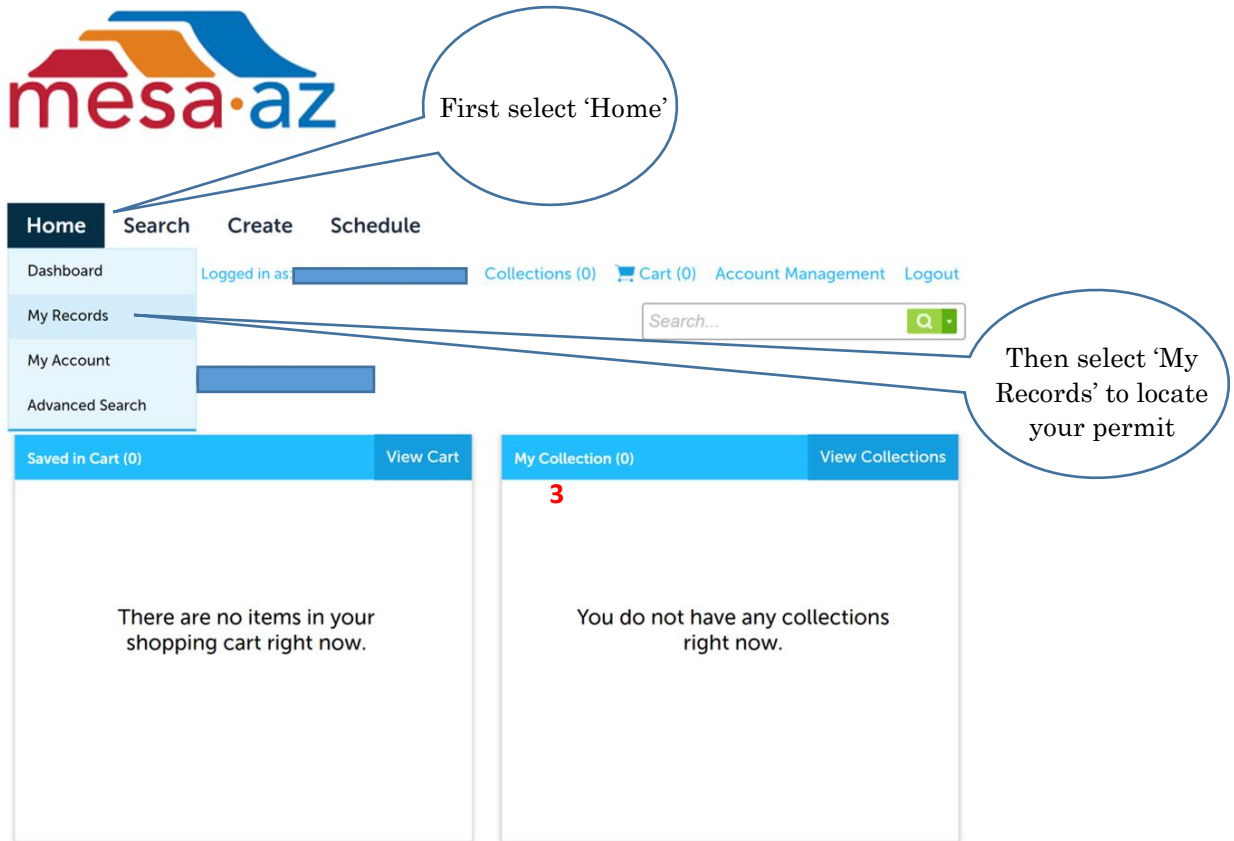
Continue Application »

▼ **Permits**

- ☐ Addenda / Deferred / Code Modification
- ☐ Alarm PD Permit
- ☐ Annual Facilities Permit
- ☐ Commercial Permit
- ☐ Demo
- ☐ Document Retrieval
- ☐ Fire Safety Operational Permit
- ☐ Fire Safety Operational Permit Application
- ☐ Fire Safety Operational Permit Renewal
- ☐ Master Plan
- ☐ Mobile Home
- ☐ Residential Permit
- ☐ Residential Utility Repair Permit
- ☐ Sign Permit
- ☐ Tent Permit

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Locating Your Permit: To locate your permits, select 'Home' then select 'My Records'.



Home Search Create Schedule

Announcements Logged in as: [redacted] Collections (0) Cart (0) Account Management Logout

Search... [Q]

▼ Permits

Showing 1-1 of 1 | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

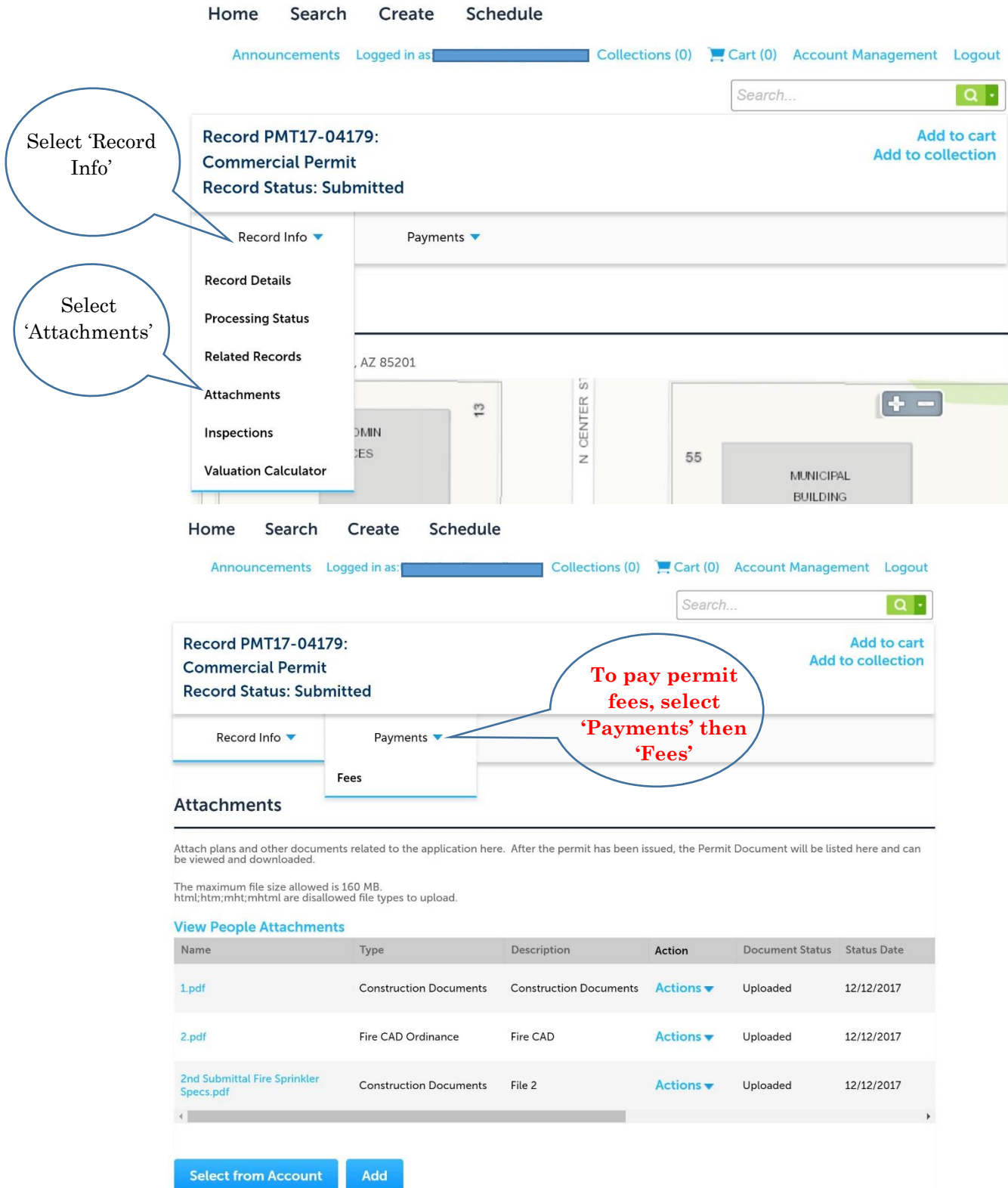
<input type="checkbox"/>	Date	Record Number	Status	Record Type	Project Name	Address	Action
1 <input type="checkbox"/>	12/12/2017	PMT17-04179	Submitted	Commercial Permit	Test	55 N CENTER ST MESA, AZ 85201	

Select the permit number to reveal all associated permit information

To easily access your permit for future reference, place a check mark in the box left of the permit number and date (see # 1). Then select 'Add to collection' (see # 2). You can now see the permit number on your home screen under 'My Collection' (see # 3 in previous screen shot)

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ATTACHMENTS: To add attachments, upload resubmittals, and/or download approved plans, perform the following steps by selecting: 'Home', 'My Records', the permit number (it's highlighted in blue), 'Record Info', then 'Attachments'.



The screenshot shows the Accela Citizen Access (ACA) interface for a permit record. The top navigation bar includes links for Home, Search, Create, and Schedule. Below this, there are links for Announcements, Logged in as [user], Collections (0), Cart (0), Account Management, and Logout. A search bar is also present.

The main content area displays the record for **Record PMT17-04179: Commercial Permit** with a status of **Submitted**. A dropdown menu for **Record Info** is open, showing options: Record Details, Processing Status, Related Records, **Attachments** (highlighted), Inspections, and Valuation Calculator. A callout bubble points to the **Attachments** option with the text "Select 'Attachments'".

Below the dropdown, there is a map showing the location of the permit, with a callout bubble pointing to the **Payments** dropdown menu with the text "To pay permit fees, select 'Payments' then 'Fees'".

The **Attachments** section is visible, showing a list of attached documents. The table below contains the following data:

Name	Type	Description	Action	Document Status	Status Date
1.pdf	Construction Documents	Construction Documents	Actions	Uploaded	12/12/2017
2.pdf	Fire CAD Ordinance	Fire CAD	Actions	Uploaded	12/12/2017
2nd Submittal Fire Sprinkler Specs.pdf	Construction Documents	File 2	Actions	Uploaded	12/12/2017

At the bottom of the attachments section, there are two buttons: **Select from Account** and **Add**.